



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	ALL PERSONS INTERESTED
2	Job Classification	CUSTOMER SERVICE REPRESENTATIVE I
3	Posting Number	PN# 112805 Temporary/Part-Time
4	Department	(Several Positions)
5	Division	Public Works & Engineering Department
6	Section	Resource Management Division
7	Reporting Location	Utility Customer Service Branch
8	Workdays & Hours	4215 Leeland* Mon-Sat ; Various Hours*
		*Subject to change
9	<u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u> Researches, analyzes and resolves customers' problems and inquiries to provide quality customer assistance. Provides information on changes and ordinances. Provides general information to customers. May work with other departmental areas and agencies to resolve inquiries. Performs data entry activities to record information. Perform routine timekeeping and record keeping duties.	
10	<u>WORKING CONDITIONS</u> The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials up to 10 pounds.	
11	<u>MINIMUM EDUCATIONAL REQUIREMENTS</u> A high school diploma or GED certificate is required.	
12	<u>MINIMUM EXPERIENCE REQUIREMENTS</u> Six (6) months of administrative or customer service related experience is required.	
13	<u>MINIMUM LICENSE REQUIREMENTS</u> None	
14	<u>PREFERENCES</u> Bilingual Preferred	
15	<u>SELECTION/SKILLS TESTS REQUIRED</u> None However, the Department may administer a skill assessment evaluation.	
16	<u>SAFETY IMPACT POSITION</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.	
17	<u>SALARY INFORMATION</u> Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is: <div>Salary Range - Pay Grade 13 \$824 - \$1,154 Biweekly \$21,424 - \$30,004 Annually</div>	
18	<u>OPENING DATE</u>	AUGUST 30, 2006
19	<u>CLOSING DATE</u>	OPEN UNTIL FILLED
20	<u>APPLICATION PROCEDURES</u> Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1 st floor. Our TDD (Telephone Device for the Deaf) phone number is 713.837.9496. For application status inquiries, please call (713) 837-0571. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. An equal opportunity employer	